

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
RE: Initial Recall Campaign Notification Model 447 (Metris) Model Year 2019 Inspect Propeller Shaft	DATE: June 16, 2020

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above.



Campaign No. :	Campaign Desc. :	<h1>Inspect Propeller Shaft</h1>
TBD	PDGDREIGE	
<p>This is to notify you of the upcoming Recall Campaign to inspect the propeller shaft on approximately 12 MY19 Mercedes-Benz Metris (447) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. All affected VINs will be flagged as "PENDING" in VMI.</p>		
Background		
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vans, has determined that on certain Metris vehicles from platform 447 (VS20), the propeller shaft may not be attached to the intermediate bearing according to the specification. If the propeller shaft is improperly attached to the intermediate bearing, over time damage to the propeller shaft joint could occur. The rotational imbalance of the shaft could lead to vibrations to the underbody of the vehicle, and to inaccurate signals to the airbag control unit. If improper signals are sent to the airbag control unit, the frontal airbags could inadvertently deploy, increasing the risk of injury to front occupants and increasing the risk of a crash.</p>	
What We're Doing	<p>An authorized Mercedes-Benz Metris dealer will inspect the propeller shaft of the potentially affected vehicles and replace it as needed.</p>	
Parts	<p>Parts are still being verified. An additional notification will be sent when parts are available for repair.</p>	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2019	
Vehicle Model	Metris (VS20) / Platform 447	
Vehicle Populations		
Total Recall Population	12	
Dealer Inventory	0	
<p>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new MY19 Metris vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</p> <p>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for rental companies to rent new MY19 Metris vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	An owner notification letter will be mailed in Mid-July 2020.	
VAOMS/SOMS	VAOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.	
<p>While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p>		

